

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF WORKFORCE DEVELOPMENT
DIVISION OF CAREER SERVICES

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September 29, 2006


Grace A. Kilbane
Regional Administrator
U.S. Department of Labor
Employment and Training Administration
John F. Kennedy Federal Building
Room E-350
Boston, MA 02203

Dear Ms. Kilbane:

Enclosed please find the program narrative performance report for the Commonwealth of Massachusetts Reemployment Services PY2005 Grant. This report was developed in accordance with instructions set forth in Training and Guidance Letter 23-04.

If you require additional information or have questions, please contact Margaret Ryan of the Division of Career Services at (508) 890-3215.

Sincerely,



Susan V. Lawler

cc: Jane C. Edmonds
Gene Tichenor
Margaret Ryan

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: MASSACHUSETTS

DATE: September 30, 2006

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

In PY2005 the Commonwealth continued its provision of the Connecting Claimants to Career Centers (CCCC) Program which was described in our PY2004 Reemployment Plan. This program was designed with the goal of improving the quality and quantity of direct reemployment services to UI claimants. In order to accomplish this goal, the Profiling Program implemented by the Commonwealth in 1996 to target customers for reemployment services was updated to include all permanently separated claimants, not just those from “declining” industries. A mandatory “Career Center Seminar (CCS)” was developed as a uniform service provided to all claimants at every Career Center throughout the Commonwealth to enhance and encourage the claimant’s connection to the Career Center system. The seminar provides a complete overview of all services available through all Massachusetts One-Stop Career Centers, including those offered by partners. It includes a Job Search Inventory to help claimants plan their job search and identify skills that need improvement. It also includes a Job Search Action Plan which links identified job search needs with specific services available in each Career Center. Staff review of each Job Search Action Plan helps direct Claimants to additional services as soon as they have completed the CCS.

As identified in the Commonwealth’s Strategic Five-Year State Plan for Title I of the Workforce Investment Act of 1998, this project started as a joint venture on behalf of the Administration and the Department of Workforce Development (DWD) involving the Division of Unemployment Assistance (DUA), Division of Career Services (DCS), and the 16 Workforce Investment Boards and 32 One-Stop Career Centers (OSCC). It was developed in response to the Administration’s desire to demonstrate that the Massachusetts One-Stop Career Center system can, and must, play a stronger role in helping permanently separated unemployment assistance claimants find new and appropriate employment opportunities. The Connecting Claimants program was designed to enhance services to UI claimants and to ensure that the Career Centers are the entry-point for delivery of these services. This effort is consistent with the Administration’s desire to strengthen the role of the workforce development system and to effectively connect workers to employers.

As a direct result of the Connecting Claimants program, reemployment services have been fully integrated with all programs and services offered by One-Stop Career Center partners in all OSCCs statewide. The CCS provides claimants with access to a fully integrated array of

employment and training services funded through Wagner–Peyser, WIA Titles I and II, and the Commonwealth’s TANF agency. All Career Centers also provide information on and access to funding for training that may be available to UI claimants through TAA/NAFTA and Section 30 or through specialized grants for large plant closings. Whenever possible, claimants are introduced directly to staff representing the relevant partners/services so that the full range of services can be provided in a seamless manner.

In PY2005 Massachusetts continued to utilize 80% of our RES allocation to provide additional funding to the field to enhance staffing capacity for the Connecting Claimants program. We continued to utilize 20% of the funds for technology and database enhancement, program management, marketing, staff training and the purchase of materials to augment the project. As in the past, we included our Reemployment Services funds within the scope of our annual planning process to ensure that these services were fully integrated as part of the One-Stop Career Center operational plans.

Performance Outcomes

Following are performance outcomes for PY2005

PY 2005

1.	Total Number of Permanently Separated UI Claimants	81,184
2.	Number of Permanently Separated Claimants Receiving Mandatory Career Center Services	81,184
3.	Percentage Receiving Mandatory Services	100%
4.	Percent of UI Claimants Entering Employment	55%**
5.	Employment Retention Rate for UI Claimants	80%

** Federal performance goals are not applicable for UI claimants. Massachusetts is in the process of developing criteria for evaluating the impact of the Connecting Claimants program on employment outcomes for UI claimants.